Business Operations

• We are reducing our hours of operation to support staffing availability and needs. Our current hours of operation are 8:00 am until 5:00 pm. As we are able to move closer to our standard hours of operation, we will provide you with as much notice as possible.

Check-In and Pick-Up

- It may be necessary to designate drop-off and pick-up times/windows. This will depend on the enrollment and the need to keep children safe, and will be determined by the Center Director.
- Please call the center at the designated number to let us know you have arrived. Families will be greeted at the entrance where a staff member will greet the child(ren). Parents and other family members will not be allowed inside the child care program. Prior to parents leaving the site, a trained staff member will take the temperature of their child(ren) and ask parents the following questions:
 - Do you live with anyone or have you had close contact with anyone who has been diagnosed with COVID-19 within the past 14 days?
 - Do you or anyone in your household have a fever, cough and/or shortness of breath?
 - Do you or your child(ren) have any other signs of communicable illness such as a cold or flu?
- We are unable to allow entry to the program if any answers to screening questions are "yes", a child has symptoms of COVID-19 or a temperature >100.4°.
- Children and staff will be required to wash their hands immediately upon entering the building and throughout the day. When children are received for drop-off, they will be escorted into the bathroom assigned to their group where their hands will be washed prior to being brought to their classroom/child care area.
- Upon your arrival to pick up your child, a staff member will bring your child out to you. Doing so will limit direct contact and help us to maintain physical distancing.
- Parents will be required to wear a mask and practice physical distancing from other families during check-in screenings and during pick-up.

Healthy Environment

- We will separate children into age-appropriate small groups (max of 10 children per room).
- The sharing of equipment will be minimized. Playground climbers will be disinfected between use by different groups.
- Class groups will remain separated and outdoor play times will be staggered to reduce the possibility of viral transmission.
- Staff will disinfect high-touch surfaces such as door handles, light switches, faucets, toys and games that children play with multiple times a day.
- We will perform an enhanced deep cleaning every night in all areas, on all touched surfaces.
- Staff will have access to anti-bacterial hand sanitizers and disposable gloves and use them as needed.

- Staff will wash/scrub their hands and children's hands a minimum of hourly (noted by the CDC as the most effective preventive measure).
- Program tours will be given virtually as well as after hours until further notice to reduce the number of visitors in the building.
- We will minimize item sharing among children when possible, for example: give each child a set of his/her own crayons, etc.
- We will refrain from sensory or water table activities, including playdough.
- Soft toys, dress-up clothing and stuffed animals will be removed to make cleaning and sanitizing easier and effective to reduce the spread of germs.
- Children will not be permitted to bring toys from home.

Meal Preparation & Service

- To further minimize the spread of germs, families will be required to provide all meals for their children (lunch and two snacks each day), as well as milk & formula.
- Each child's meal will be plated and served by staff instead of served family-style.

Child Health

- Children who start to experience symptoms of respiratory illness, including a fever of >100.4° while at child care, will be isolated from other children until they can be picked up.
- Until further notice, all program field trips and swimming will be suspended.

Staff Health & Wellness

- Staff will receive training on infection control and workplace disinfection.
- Staff will use the same health screening daily prior to entering the building. The same conditions for exclusion apply to the staff.
- Staff will wash their hands immediately upon entering the program and immediately prior to leaving.

Personal Protective Equipment (PPE)

- Staff will wear face coverings.
- Families should provide face coverings for children. Children will be encouraged to wear face coverings. Children under age 2 will not be permitted to wear face coverings. Face coverings will be removed during meal and snack times as well as nap time.
- All staff will have access to PPE should a situation arise in which PPE is necessary.

Tuition

- Your weekly tuition rate will be due every Monday prior to the week of service (for example: tuition for the week of July 6 is due on Monday, June 29th). Tuition can be paid via check, credit card or money order. Automatic payments from your credit card or bank account can be scheduled, and multiple weeks can be paid for in advance.
- Fee allowances will not be offered for occasional absences, vacations, or emergency closings.
- We are unable to hold a spot for your child without full payment. Non-payment of tuition is grounds for dismissal from the program as your spot may be offered to another family in need.

• Families will not be permitted to return until past due balances are paid in full.

Revised: 6/19/2020